GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

Department of Real Time Governance - Sub-authentication user agency (sub-AUA) / KYC user agency (sub-KUA)services - performance of aadhaar authentication, on voluntary basis under section 4(4)(b)(ii) of the aadhaar act, 2016 for authenticating the users for registering grievances in online grievance redressal system both mobile and web application – approval – Accorded.

DEPARTMENT OF REAL TIME GOVERNANCE

G.O.MS.No. 1 Dated: 12-02-2025

Read the following

e-file no.RTG01-RTG0RTGS(ESTT)/31/2025-DIR-FIN/ACT from CEO, RTGS

ORDER:

The following notification will be published in an extraordinary issue of Andhra Pradesh Gazette dated 12.02.2025.

NOTIFICATION

The Department of Real Time Governance is appointed as Sub Authentication User Agency (sub-AUA)/KYC User Agency (Sub-KUA) to the Information Technology, Electronics & Communication Department, Government of Andhra Pradesh, to perform Aadhar Authentication on a Voluntary basis for authenticating the users for registering grievances in online grievance redressal system, using Yes/No or/and eKYC authentication facility through the web and Mobile application of "Public Grievance Redressal System", services under the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020 read with Section 4(4) (b) (ii) of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016.

I. The instant approval is for both `Yes/No' authentication and Aadhaar e-KYC facilities. Information Technology, Electronic & Communications Department, Government of Andhra Pradesh would be the Authentication user Agency (AUA)/ KYC User Agency (KUA) for this purpose.

II. The informed consent of the citizen shall be obtained for the purpose of Authentication in the terms of Section 29 of the Aadhar Act, 2016. The purpose for which the Aadhar number and related information is being sought must be communicated clearly to the citizen. Specifically, the manner in which the Aadhar number will be collected, stored, and used should be communicated to the Aadhaar Number Holders.

III. The Aadhaar Number Holder shall be informed of alternate mechanisms of identification/Verification as the usage of Aadhar authentication is permitted purely on a voluntary basis.

IV. Citizen can visit any government office/concerned office in person to raise the grievance

V. There shall not be a denial of any service/benefit to the citizen on account of the failure of Aadhar-based authentication.

VI. There shall not be a display of the Aadhar number anywhere in the system and whenever required only the last four digits of the Aadhar number may be displayed.

VII. Aadhar numbers, if stored, shall be stored securely in Aadhar data Vault in an encrypted manner as per the UIDAI circular dated 25.07.2017 issued in this regard. Any sharing or movement of the Aadhar number shall be done only in an encrypted manner.

VIII. Complete details of the e-KYC information of the citizen shall not be displayed on the screen instead only necessary demographic details such as first name, year of birth, etc. may be displayed.

IX. Biometric authentication of citizens shall be performed only in assisted mode or a controlled environment by the operator registered/verified by the Department of Real Time Governance, Government of Andhra Pradesh, and Information Technology, Electronics & Communications Department, Government of Andhra Pradesh.

X. Real Time Governance Society, Department of Real Time Governance of Andhra Pradesh shall get its applications audited by a CERT-IN empanelled IS auditor and submit that report to the Unique Identification Authority of India. Any subsequent suggestion made by the Unique Identification Authority of India may also be complied with.

XI. Authentication transactions done by Real Time Governance Society, Department of Real Time Governance of Andhra Pradesh or by Information Technology, Electronics & Communications Department, Government of Andhra Pradesh on behalf of Real Time Governance Society, Department of Real Time Governance of Andhra Pradesh for the purpose approved herein, shall be exempted from charges under the Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2021.

XII. Real Time Governance Society, Department of Real Time Governance of Andhra Pradesh may encourage use of Iris-based Biometric authentication, wherever required considering that it is more accurate, contactless and safe.

XIII. Real Time Governance Society, Department of Real Time Governance of Andhra Pradesh shall comply with all the relevant provisions of the Aadhar Act, its associated regulations and instructions issued by UIDAI from time-to- time.

2. This notification shall come into effect on the date of its publication in the A.P. Extra Ordinary Gazette.

3. The Chief Executive Officer, Real Time Governance Society shall take further necessary action accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

BHASKAR KATAMNENI
SECRETARY TO GOVERNMENT

To,
The Commissioner & Director of Printing, Stationary, Stores, Purchase, A.P., Vijayawada for publication of the notification in the Extra ordinary issue of A.P.Gazette dated 12.02.2025 and send 20 copies to Government

The Chief Executive Officer, Real Time Governance Society

Copy to:-
The Secretary to Government, ITE&C Government.
The Commissioner, I&PR, Guntur, A.P
The Director, Department of Translation, A.P
SF/SCs(2705727)

//FORWARDED:: BY ORDER//

SECTION OFFICER